



STATE OF MICHIGAN

DEPARTMENT OF COMMUNITY HEALTH
LANSING

JENNIFER M. GRANHOLM
GOVERNOR

JANET OLSZEWSKI
DIRECTOR

Date: September 13, 2006

To: Long Term Care Facility Administrators

From: Mike Dankert, Director
Bureau of Health Systems

Subject: Emergency Reporting

This is a reminder that **allegations of abuse, neglect, mistreatment, injuries of unknown source and misappropriation of resident property** must be reported to the ***Complaint Investigation Unit of the Bureau of Health Systems*** within 24 hours of an incident. Allegations may be reported:

- on-line within 24 hours of an incident by completing form BHS OPS 362, or
- by faxing a typed or legible handwritten report form BHS OPS 362 within 24 hours of an incident, or
- by mailing a typed or legible handwritten BHS OPS 362 report by overnight mail, or
- by calling the Complaint Investigation Unit hotline at 1-800-882-6006. A report by telephone must be followed by a written report received within 24 hours of the incident.

Please report **emergency situations** that occur in your facility to the ***Division of Nursing Home Monitoring***. Facility staff should implement their emergency protocol before contacting the Division. ***Emergency situations*** to report include:

Serious facility service problems, such as fire or a natural disaster that requires evacuation of residents; loss of heat, power, water or food service for more than 4 hours; or a critical lack of staff from such things as severe weather, labor disputes, widespread illness that has a critical impact on resident care.

In addition to a Complaint Investigation Unit notification, facilities are asked to notify their ***Division of Nursing Home Monitoring*** Licensing Officer of **serious abuse or neglect incidents**; such as an event that has resulted in the unnatural or unusual death of a resident, or a crime involving a resident murder, rape or serious assault; or a resident missing for more than 2 hours (less if there is a strong potential to become an immediate threat to life, such as inclement weather).

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During State of Michigan business hours, **emergency situations** should be reported to the ***Division of Nursing Home Monitoring*** Licensing Officer or Survey Monitor responsible for your facility. If you cannot reach the Licensing Officer or Survey Monitor within one hour, report the **emergency situation** on the ***Division of Nursing Home Monitoring*** hotline **1-877-278-8484**.

During State of Michigan non-business hours, **emergency situations** should be reported to the ***Division of Nursing Home Monitoring Hotline 1-877-278-8484***.

Please note that the complaint hotline and emergency situation hotline are separate numbers. The ***Division of Nursing Home Monitoring*** hotline is for the use of providers only. Residents or families with complaints should be directed to the complaint hotline.